User Manual

Page

USING THE MARKETPLACE

The Marketplace 1
The Work Area 1
Posting your products.....2
Finding offers and requests 3
Making and receiving propositions.....4
Accepting a proposition.....5
My Postman 6
The Member Directory 7

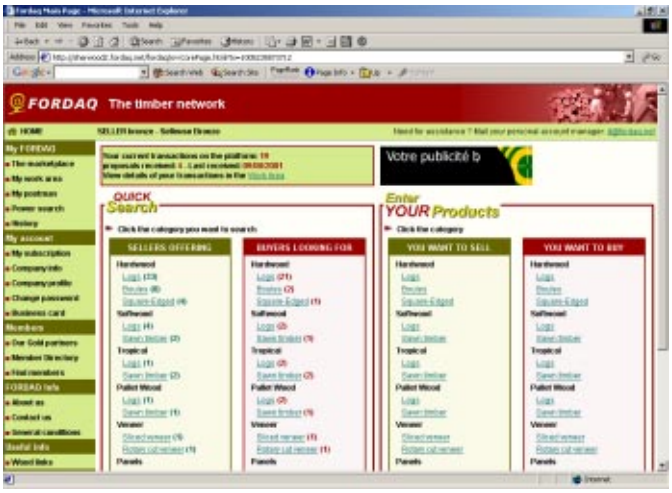
SETTING UP YOUR ACCOUNT

Changing your Company Information 8
Updating your Profile.....8
Changing your password.....8
Editing your business card 9
Editing your personal web page 9
Creating your web site.....9

Using the Marketplace

The Marketplace

The Marketplace is the first page where you arrive when you login on FORDAQ. You can come back to this page from any other page clicking “The Marketplace” on the left menu.

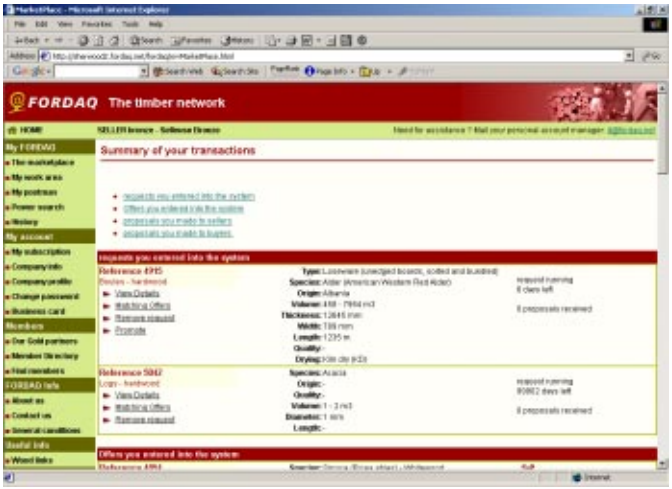


The Marketplace contains 5 working modules:

1 On the top of the page you will find a summary of your transactions in the Marketplace. You can check here whether you have received a new proposition since your last login.
2 The “Quick Search” enables you to access with just one click the list of all offers or requests available in the product categories of your interest.
3 The module “Enter your products” is used to post your own offers or requests.
4 The “Power Search” module contains two search functions: either you can find a product entering its precise specifications or you can type a Reference number to access directly the details of an offer or request.
5 Finally you can use the module “My Postman” to access offers and requests which FORDAQ sent you via email.

The Work Area

All your transactions on FORDAQ’s Marketplace are summarized in this page. You can access it clicking “Work Area” on the left menu.



Checking out the status of your transactions:

1 Click on the options at the top of the page to access more quickly the type of transaction you want to check:
- Your own requests
- Your own offers
- Propositions you made to sellers
- Propositions you made to buyers

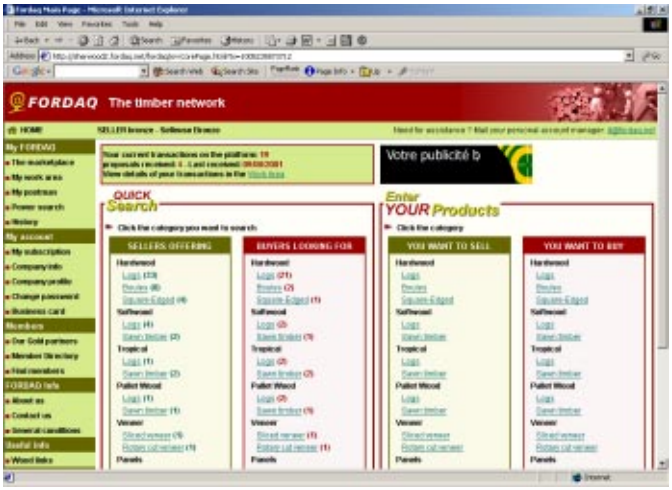
2 Each transaction is displayed in a separate module, with the reference number and the main specifications of the product. On the right-hand side you can see the expiry date of the offer or request and the number of propositions it has received.

What can you do from here:

Click the links at the left-hand side to perform any of these actions:
1 “**View details**” - to see the complete specifications and access the propositions made or received.
2 “**Matching Offer (or request)**” - launches a search for products with similar specifications.
3 “**Remove Offer (or request)**” - removes the product from the Marketplace.
4 “**Move to History**” - used just for concluded transactions. Removes the product from your Work Area and archives it in your “History”.
5 “**See counterpart**” - opens the details of your counterpart in a concluded transaction
6 “**Request transport quotes**” - brings to a form where you can request transport quotes and receive them by email.

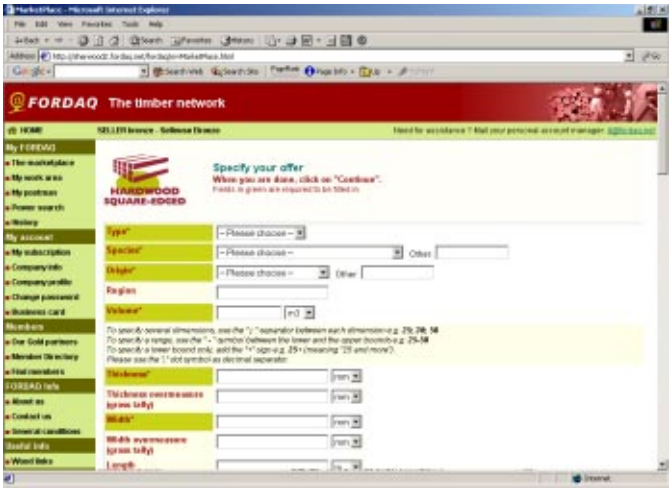
Posting your products

The modules to post your products are located on the right-hand side of the Main Page, under the title “Enter your products”.



Choosing the product category:

1. To enter a **product offer** click the product category corresponding to your product in the **green box** with the title “I want to sell”.
2. To enter a **request for suppliers’ quotes**, click the product category in the **red box** with the title “I want to buy”.
3. This will bring you to a new screen where you can enter the specifications of your offer or request.



Entering the specifications:

1. Fill in the form with the appropriate specifications of the product you want to buy or sell.
2. Many of the fields in the form have drop-down menus to facilitate your work. Click the arrow to display the options in the drop-down menu, and then click to select your choice.
3. Fields in green and marked with an * are mandatory.
4. You can optionally enter pictures and specifications files of your item (like word or excel files).
5. After completing the form, click the button “Continue” on the bottom of the page.

Reviewing and confirming your posting:

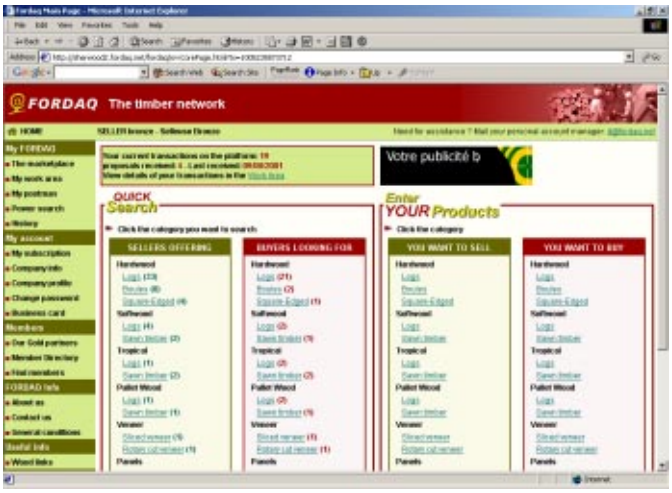
1. You can review the specifications which you entered on a Confirmation Page.
2. If you want to make any change click the “Back” button on the bottom of the page, change the fields you want and then click “Continue” to be back to the Confirmation Page.
3. Click “Confirm” to finalize your posting.
4. Your product is now visible on the Marketplace. You will also find it in the summary of your transactions in your “Work Area”.

IMPORTANT NOTE FOR GOLD SUBSCRIBERS:
Once you enter offers or requests in the Marketplace *in your own name* they will automatically be integrate into your **Product Catalogue**, which is available to Fordaq members as well as to any visitor of the FORDAQ web site (though visitors will not see the prices of your items).

Finding offers and requests

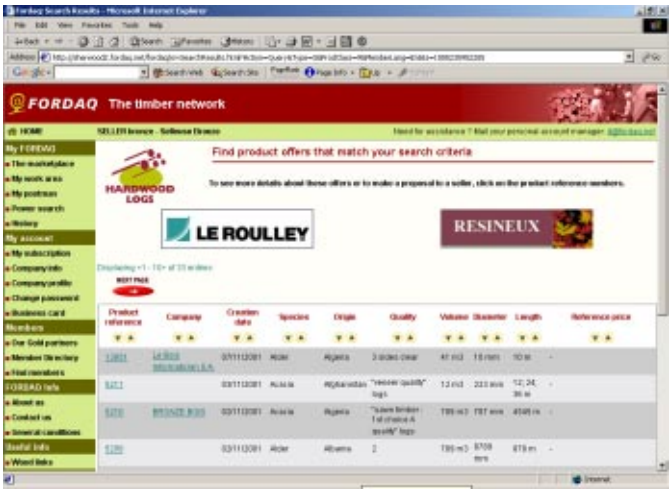
Three search engines help you finding offers or requests in the Marketplace:

- **Quick Search**
- **Power Search**
- **Search by reference**



The Quick Search:

1 The Quick Search module is located on the left-hand side of the Main Page.
2 To search for suppliers' offers, click the product category in the green box with the title "Sellers offering".
3 To search buyers' requests, click the product category in the red box with the title "Buyers looking for".



Cheking out the search results:

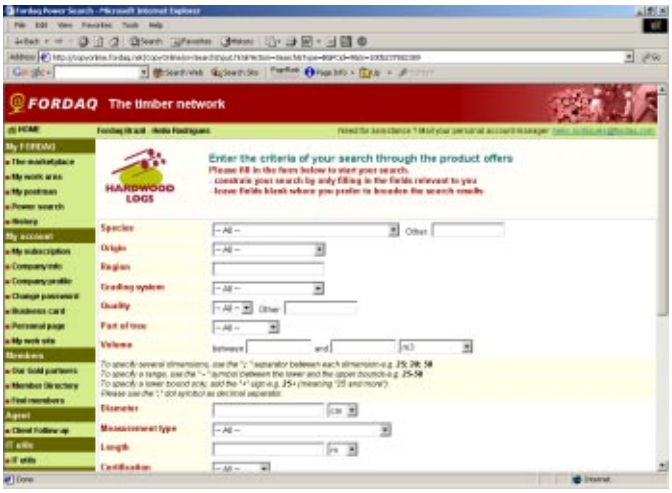
1 A table displays all the offers (or requests) available in the category you have chosen.
2 The number of results is limited to 10 per page to make the download faster. You can navigate the pages back and forward clicking on "Next Page" and "Previous Page".
3 Each product has a Reference number, and the main specifications are displayed in columns (such as "type", "species", "quality", etc.)
4 Click the arrows on each column to sort the results according to your preferred criteria and facilitate your work.
For example: if you are looking for products of a particular species like oak, clicking on one of the arrows of the "species" column will sort the species alphabetically. You can then locate more easily all the results which correspond to oak.
5 To see the details of a product, click the reference number.

Viewing product details:

1 Here you can find further information about any offer or request, including pictures and comments (in case the owner of the product has entered those).
2 If the subscriber posted his offer or request in his own name, you will see a business card on the top of this page. The business card shows his contact details.
3 If this is an offer or request which was posted anonymously, you will see the name and contact information of the person in Fordaq who manages the product. You can get in touch with him for more information.
4 If you want to make a proposition you can do it here. We will show how to make and follow up your proposition on the next section.

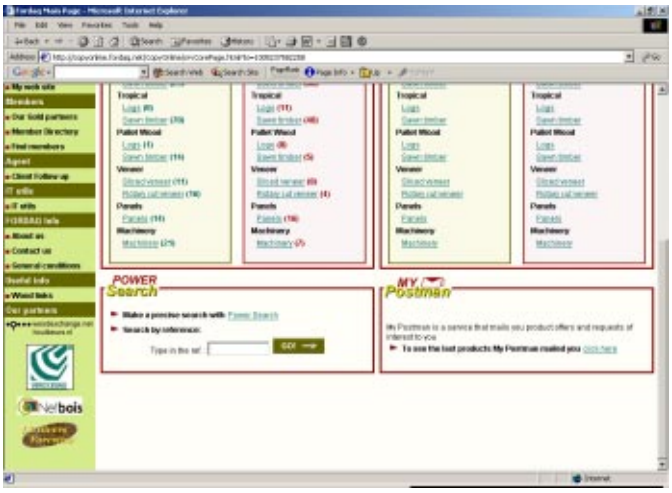
Finding offers and requests

The Power Search:



1 The Power Search enables you to make a search entering a set of specifications of a product.
2 Click “Power Search” on the bottom of the Main Page. Another screen will display the product category. Click the category you want to search.
3 Fill in the form with the specifications which are relevant for the offer or request you are looking for.
4 Click “Confirm” to start the search.
5 Once you get the results of your search, you can access the details of any product clicking the Reference number.

The Search by Reference:

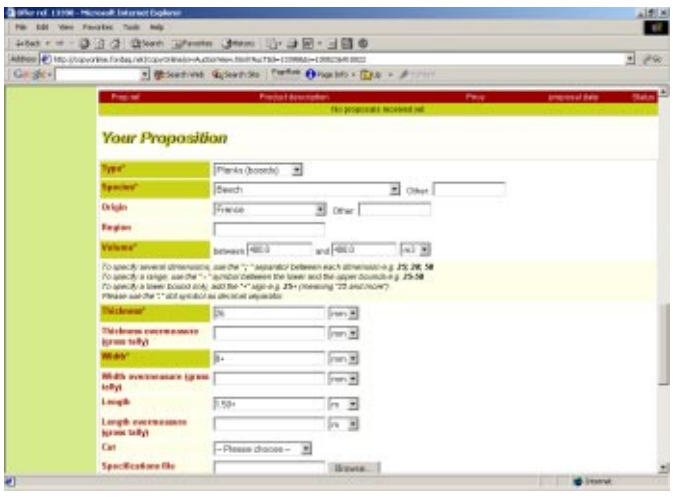


1 The Search by Reference enables you to access directly the page with the details of a given offer or request.
2 The Search by Reference module is located at the same place as the Power Search on the bottom of the Main Page.
3 Just type in the Reference number of the offer or request you want to open and click “Go”.

Making and receiving propositions

Once you find an offer or request of your interest, you can make a proposition to its owner.

To make a proposition:

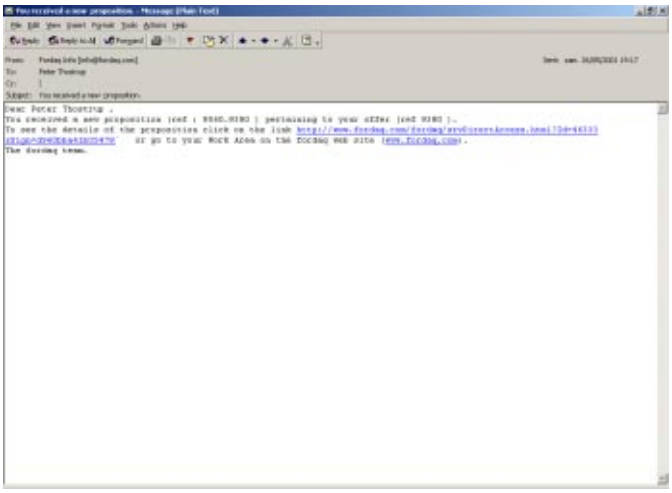


1 Click the Reference number of the product on the search results.
2 At the product detail page, complete the form “Your proposition”. The form is pre-filled with the product specifications. Don’t forget to fill in the obligatory fields: duration of your proposition (number of days); the price and Incoterms you propose; and the country.
3 After completing the form, click the button “Make proposition” on the bottom of the page.
4 If you would like to ask for more information before making your proposition click “Ask for more information” to open an email message where you can specify your enquiry.

Making and receiving propositions

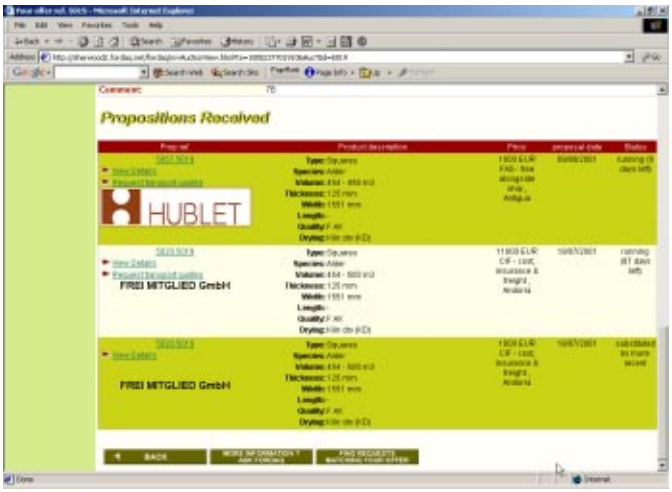
Checking out propositions made or received:

1 Once you make your proposition, your counterpart receives an alert via email.
2 He just needs to click the link provided in the email to have direct access to the details of your proposition.
3 The same happens when you **receive** a proposition. You can check it out clicking the link in the email notification you receive.
4 You can also check propositions you made and received from your Work Area.



Comparing propositions:

1 The summary of each proposition you receive is displayed at the bottom of the product details page making the comparison easy.
2 To open a proposition and see its full details click “View details” or the proposition reference number.



Accepting propositions

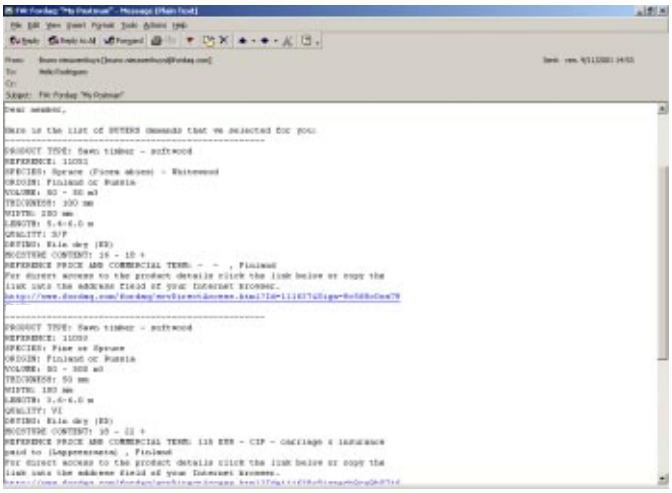
You can accept a proposition you received and notify your counterpart.

To accept a proposition:

1 Clicking the proposition details (as explained on the previous screen) will bring you to a page which displays side by side the original specifications of your offer or request and the proposition made by your counterpart.
2 To accept the proposition, click the button “Accept proposition” on the bottom of the page”.
3 Another screen will open prompting you to confirm the acceptance.
4 Once you confirm, your counterpart will be notified.

My Postman

My Postman is a service which automatically alerts FORDAQ members of offers and requests of their interest.



Receiving email alerts:

1 You can precisely define the products about which you want to be alerted. Your “Company Profile” enables you to select not only the type of product but even the species of your interest.
2 Please see on the next section “Setting up your account” how to edit your “Company Profile” according to your needs.
3 Once you receive My Postman notifications, a link located beneath each product summary enables you to directly access the full details of the offers or requests you are interested in.

Sending email alerts:

FORDAQ The timber network
Get the deal done quicker!
Your request Ref. 13852 will be sent to 395 companies
What is "My Postman" ?

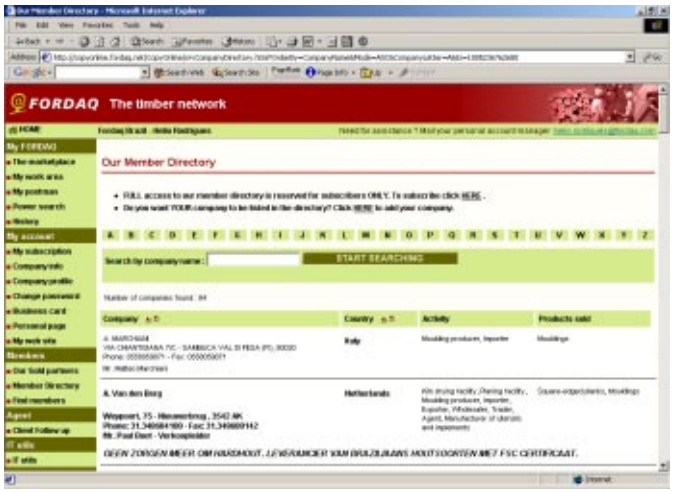
1 Right after you post a new offer or a new request on the Marketplace, a screen will show you the number of profiled companies selected to receive an email alert about your new posting.
2 To send email alerts to these companies, just click “Send”.

Checking out your Postman emails:

1 You can easily check all the offers or requests you received by email. Click “My Postman” at the right-hand side on the bottom of the Main Page.
2 The latest products sent to you are displayed. Links on the top of this page let you navigate either through the suppliers’ offers or the buyers’ requests you received.
3 If you would like to check products which were sent to you in previous emails, click “My Postman - History”.

The Member Directory

You can access our member database, find companies by activity and type of products they sell and obtain more information about them.



Accessing the Directory:

1 Click “Member Directory” on the left menu.
2 The list of companies is displayed. Click on a letter on the top of the list to show all the companies with names starting with this letter.
3 You can sort the list alphabetically by company names or by countries clicking the arrows next to “Company” and “Country”.
4 You can also search for a particular company typing its name on the “Search by company name” field and then clicking “Start searching”.
5 You can obtain more details about FORDAQ subscribers clicking the options which are present on their entries:
- View our personal page (Silver subscribers)
- Visit our web site / View our product catalogue (Gold subscribers)

Finding companies:
(*this function is exclusive for Gold subscribers*)

You can search for companies by activity, types of products and even the species they buy or sell.

1 Click “Find members” on the left menu
2 Set your search criteria. You can skip this step if you want to obtain broader results. Otherwise if you prefer your search to render more precise results check the boxes “satisfy at least one” or “satisty ALL” the criteria you select.
3 Check the boxes corresponding to your selections:
- Activity
- Products
- Species

You can check more than one option if you want.
4 After making all you selections, click “Start Searching”.

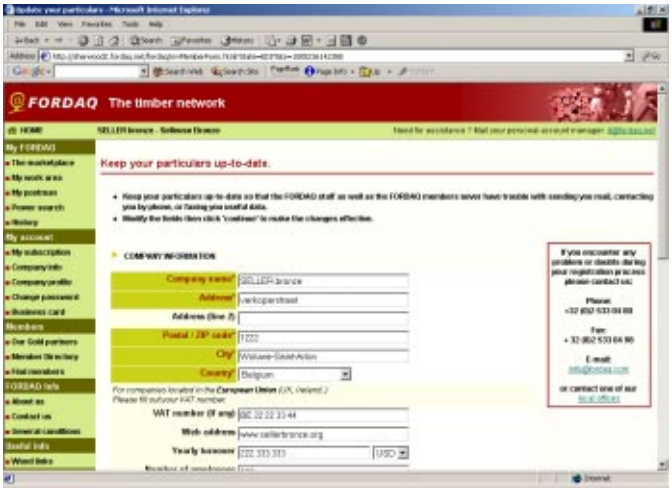
Viewing the list of our Gold Partners:

1 If you want to view the list of our Gold subscribers exclusively, click “Our Gold Partners” on the left menu.
2 On the list which is displayed you can also sort alphabetically by company name and country and click the options to obtain more information about a company:
- Visit our web site
- View our product catalogue

Setting up your account

Changing your company information

The information displayed as your contact details (as for example in your business card) comes from this page.



To change your company information:

1. Click “Company info” in the section “My Account” on the left menu.
2. Fill in - or change - the appropriate text boxes.
3. In some fields drop down menus facilitate your work. Click the arrow to display the options in the drop-down menu, and then click to select your choice.
4. After completing the form, click “Confirm” on the bottom of the page.

Updating your company profile

Keeping your profile up to date ensures that: a) you will receive email alerts about products of interest to you; b) the Member Directory will display correct information about your company.

To update your profile:

1. Click “Company profile” on the left menu
2. Select the options by clicking the appropriate check boxes on the following 3 sections:
   - Your activities
   - The products that you usually buy and/or sell
   - The species that you usually buy and/or sell
3. Click the button “Submit your profile”

Changing your password

Your password is the guarantee that you will have a private access to our site. You should not disclose your password to other persons.

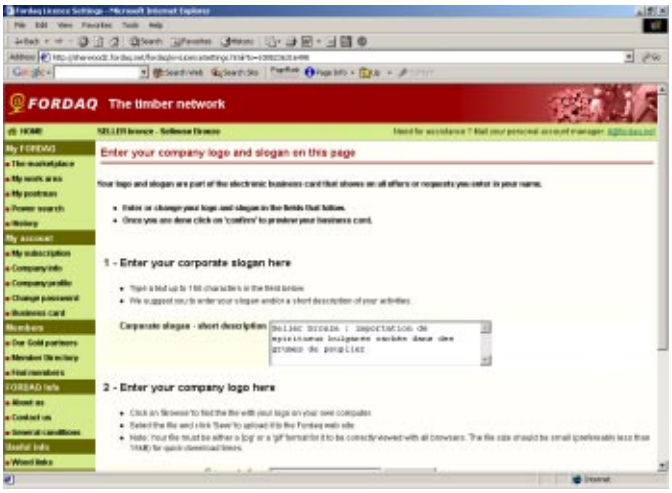
To change your password:

1. Click “Change password” on the left menu
2. Type your old password on the first text field.
3. Type your new password on the second field and repeat it on the third one.
4. Click “Confirm”

Note - if you forgot your password or your username, we can send them to you by email. Click “Members login” on FORDAQ’s home page and follow the instructions on the screen.

Editing your business card

The Business Card displays your logo, slogan and contact information on all the offers and demands you post in your own name in the Marketplace.

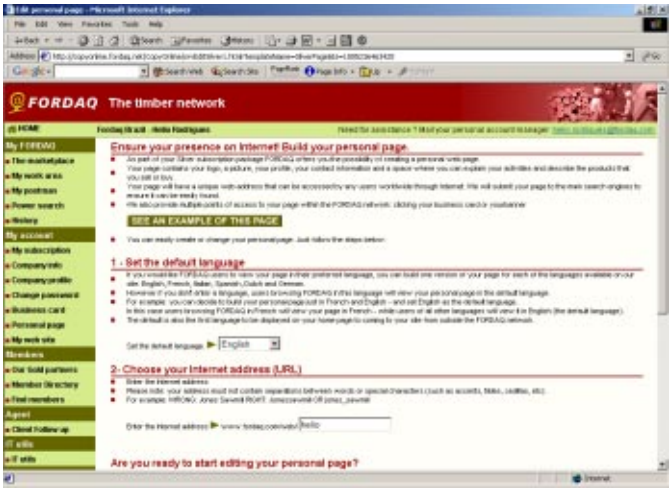

FORDAQ The timber network
Enter your company logo and slogan on this page
1 - Enter your corporate slogan here
2 - Enter your company logo here

To edit your business card:

1. Click “Business card” on the left menu.
2. Click “Edit your business card”.
3. Type a phrase up to 150 spaces long on the “corporate slogan” field.
4. Enter an image with your logo on the “company logo” field. Your image should be a GIF or JPG file not exceeding 15k to ensure faster download.

Editing your personal web page

The personal web page is a service reserved for SILVER subscribers. Once you edit your page it becomes available all over the Internet.

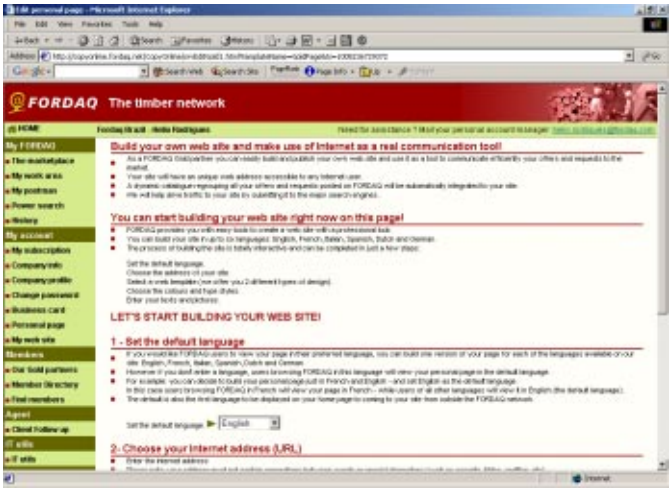

FORDAQ The timber network
Ensure your presence on Internet Build your personal page
1 - Set the default language
2- Choose your Internet address (URL)
Are you ready to start editing your personal page?

To edit your personal page:

1. Click “Personal page” on the left menu
2. Click “Edit your personal page”
3. The process of building and publishing your personal page is then explained step by step.
4. Your page can be built with your logo, a picture and text in up to 6 languages.
5. After you created your personal page you can view it clicking “Personal page” on the left menu and then clicking “View your personal page”.

Creating your web site

This is a service reserved to our GOLD subscribers. If you don’t have a web site, you can create and publish one using our web templates.


FORDAQ The timber network
Build your own web site and make use of Internet as a real communication tool!
You can start building your web site right now on this page!
LET'S START BUILDING YOUR WEB SITE!
1 - Set the default language
2- Choose your Internet address (URL)

To create and publish your site:

1. Click “My web site” on the left menu
2. Click “Edit your web site”
3. The process of building and publishing your site page is then explained step by step.
4. You can build your site in up to six languages using the colors and styles of your preference.
5. Your site includes a dynamic product catalogue that you can use as a virtual web store!